EasyIVR:

- A+ rating from the Better Business Borough
- Est. 1978
- Provides IVR hosting and outsourcing
- Provides Voice Broadcasting
    - Prerecorded voice message as opposed to a TTS bot
    - May be superior to a bot, perhaps people want to hear a real voice so the experience is more akin to Live Call
- Everything can be done “live” and responses can be gathered immediately
- XML Push
    - Tap a button to send out a single call
    - Conforms with laws
- Customized “”touch phone responses”
- Database access
- Email notifications for responses
- Several IVR hosting centers
- Call transfer to live agents
- Complete online reporting
- 800 toll free services
    - As in 1-800-xxx-xxxx
- Lots of services

What We Provide

- Interactive Voice Response Systems (IVRS)
- IVR Outsourcing / 800 Toll Free Phone Services
- Bulk Calling Campaigns for Millions of calls
- XML Push Technology and Phone Messages
- Voice Broadcasting Dialing Projects
- Voice Mail Broadcasting Campaigns
- Customer Business Phone Service
- Outbound Telemarketing Services
- IVR Application Software Toolkit
- Campaign Development and Design
- Online Voice Broadcast Administration
- Toll Free Number Service Implementation
- Voice Broadcast Hosting Services
- Custom Voice Mail Broadcasting Reports
- Call Center Outsourcing / Telephone Services
- Text To Speech Software Conversion
- Complete Voice Mail Services
- "Press Through" Response To Your Agents
- Message On Hold Messages with Voice Overs
- Database Voice Message Software Integration
- Quality Transcription Services
- IVR Maintenance Solution
- Professional Voice Recordings for Phone Services

- Lots of call center services

Call Center Services

- Bulk voice blast / message blast service
- Invoice Payment
- Interactive Voice Response Service Reports
- Bulk Calls and Lead Generation
- Customer Satisfaction Surveys
- Political Advertising
- Inbound Telemarketing Services
- Appointment Reminders
- Voice Message Telephone Services
- Outbound Call Center Outsourcing
- Product Ordering and Fulfillment
- Interactive Voice Response Service
- Hearing impaired TDD / TTY devices
- Inventory Services
- Flexible Voice Mail Service
- 800 Answering Service
- Voice Mail Software
- Open IVR Solutions
- Employee Testing/Studies
- Customer Surveys & Loyalty Programs
- Telephone Answering Services
- Account Status Telephone Services
- Locator Services
- Shipment Tracking
- Payroll and Business Phone Service
- Call Reminders
- 800 Phone Service
- Outbound Telemarketing Services
- Claims Reporting by Telephone Service
- Emergency Notification
- Business Voice Mail Services
- Voice Messaging Service

- Outsourcing to call centers

VoiceShot

VoiceShot is a cloud voice solutions platform that provides a variety of different services. Their Outbound Voice broadcasting system allows you to instantly send interactive phone calls and manage the entire process right from the web. VoiceShot is a US based, McAfee secured, company that has been providing its services for 21 years. All employees, technology, and support are located in America.

Outbound Voice broadcasting uses fully dedicated Copper/PRI lines from carriers resulting in higher quality phone calls compared to their VoIP competitors. Additionally, VoiceShot eliminates the awkward voice broadcast delay, which oftentimes results in the recipient hanging up. This service easily allows you to create automated interactive phone calls including, interactive surveys and polls where recipients can interact via key press . Voiceshot allows its users to test their surveys free of charge using VoiceShot simulator and free test calls. Users can download results real time including date, time, successful/unsuccessful, duration etc. One major advantage to VoiceShot is the ability to avoid the 'spam risk' on caller ID, because of their use of copper/PRI lines

VoiceShot requires no setup fees or minimums. VoiceShot charges 12 cents per successful call, with 1 minute durations. Every minute after the 1 minute mark is charged at 12 cents per minute. VoiceShot support can be contacted by phone: 800-962-0126 or email: sales@voiceshot.com

-Pricing: VoiceShot is more expensive, 1000 calls at 12 cents each is $120, whereas EasyIVR is $25 a month flat, but VoiceShot may provide higher quality per call.
-Quality: likely similar, but VoiceShot obviates the “Spam Risk” name for an IVR call which is certainly an advantage
-Both real time
-VoiceShot is on cloud whereas EasyIVR is not, which may be a security concern, but the cloud may be helpful for easy access and saving, whereas EasyIVR uses a database that likely has to be logged into
-EasyIVR is a 1-800 service which is likely a disadvantage for response rates
-EasyIVR’s email notifications are an advantage
-EasyIVR’s call center outsource may be more efficient

Answers to last week's questions:

1) Hosting would be done all though us, we wouldn’t need to use a call center to conduct the IVR. Outsourcing would involve moving the IVR over to a call center to conduct, and would probably not be free of cost.

2) We haven’t tried to use VoiceShot’s free surveys yet, that's something we can look into doing this coming week. We could likely do it anonymously.

3) EasyIVR allows us access to a database they call Database Systems Corp. (DSV). This is their own software so I’m not sure what format they would use, but we can certainly inquire about this.

4) We would have to use a phone book if we wish to do it all on our own or we can outsource to a call center and they can call by area code. Also we could randomize the last few digits.